# Job Title: Organizational Strategy Manager

**Department:** Human Resources

**Immediate** 

**Supervisor:** Human Resources Director

<b>Origination Date:</b>	07/01/2012		
<b>Revision Date:</b>			
Job Grade	611		
FLSA Status	Exempt		

#### **BRIEF DESCRIPTION OF THE JOB:**

This position provides a comprehensive organizational employee learning and development program that enhances knowledge, skills, and performance of the individual and City organization. This position analyzes, researches, develops, designs, administers, coordinates, organizes, implements, and conducts training programs; and champions a continuous learning environment.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength	EGGENEVA I EVINCEVANG					
	Code	ESSENTIAL FUNCTIONS					
1	S	Plans, organizes, directs and evaluates the activities of staff in the areas of workforce					
		planning, employee relations, organizational development, performance management,					
		and learning and development.					
2	S	Plans, organizes, develops, implements and provides effective leadership and					
		management of an organization-wide Human Capital Plan (HCP) that facilitates the					
		alignment of people, processes, and technology; vision and strategy; leadership and					
		workforce; and business goals and culture.					
3	S	Identifies, implements and sustains human resource programs to ensure equal					
		employment opportunity, affirmative action, equal employment and labor law					
		compliance.					
4	S	Provides technical guidance and expertise for leadership talent development. Helps					
		align leadership development, performance management and other initiatives with					
		identified short, mid and long term business strategies.					
5	S	Leads workforce diversity efforts to recruit, select and honor individuals with unique					
		attributes and experiences. Provides oversight for recruitment, testing and selection,					
		onboarding and exit processes for employees.					
6	S	Leads a relationship-building culture. Implements and manages programs designed to					
		prevent problems that may arise during employer and employee relationships. Advises					
		organization on administering corrective action and progressive discipline. Reviews					
		disciplinary actions, demotions, suspensions or terminations before they are					
		administered.					
7	S	Interprets and applies City policies and administrative guidelines.					
8	S	Provides assistance and advice on the Grievance and Appeal process.					
9	S	Assists in resolving conflict between parties through facilitated discussions and mediation.					

	Physical Strength Code	ESSENTIAL FUNCTIONS
10	S	Serves as an "agent of change" in support of new City efforts and models teamwork and relationship building in all interactions. Provides technical guidance for leading
		and managing change.
11	S	Identifies and addresses issues that affect the overall health of the organization, including work relationships, morale, effectiveness, productivity and ability to meet City business needs.
12	S	Supports the development of a results-oriented performance culture. Provides training, coaching, and/or facilitation; evaluates progress; and helps develop processes to reinforce positive results and develop sustainability of improvements.
13	S	Leads the development of a learning organization. Oversees the implementation of a comprehensive learning and development strategy for the City. Facilitates programs as needed.

### **JOB REQUIREMENTS:**

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.				
Experience	Minimum five years experience in a related field.				
Certifications and Other Requirements	Valid Driver's License.				
Reading	Work requires the ability to read general correspondence, memorandums, letters, reports, and federal, state, and city regulations and laws.				
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division. Must have the ability to create statistical reports.				
Writing	Work requires the ability to write business memorandum, statistical reports, and office correspondence.				
Managerial	Complex - Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.				
Policy / Decision Making	Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs.				
Budget Responsibility	Substantial - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management.				
Technical Skills	Comprehensive Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.				
Interpersonal / Human Relations Skills	High - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.				

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical	Frequency Code	Description:	Physical	Frequency Code	Description:
Demand	(Mark only one)	(Check all that apply)	Demand	(Mark only one)	(Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C		Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	☐ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O ⊠ F □ C	<ul><li>☒ Computer keyboard</li><li>☒ Telephone keypad</li><li>☐ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N □ R ☑ O □ F □ C	☐ Stairs ☐ Ladders ☑ Step stools ☐ Onto equipment
Walking	□ N □ R □ O □ F ⊠ C	<ul><li>☑ To other departments/offices</li><li>☑ Around work site</li></ul>	Vision	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☐ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment □ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment □ Files	Balancing	□ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☒ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	<ul><li>☑ Desk work</li><li>☑ Meetings</li><li>☐ Driving</li></ul>	Bending	□ N ⊠ R □ O □ F □ C	☐ Filing in lower drawers  ☑ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N ⊠ R □ O □ F □ C	<ul><li>☑ For supplies</li><li>☐ For files</li></ul>	Crouching	□ N □ R □ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground
Handling	□ N ⊠ R □ O □ F □ C	☑ Paperwork ☐ Monies	Hearing	□ N □ R □ O □ F 図 C	<ul><li>☑ Communicating via telephone/radio, to co-workers/public</li><li>☐ Listening to equipment</li></ul>
Kneeling	□ N ⊠ R □ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground	Twisting	□ N 図 R □ O □ F □ C	<ul><li>☑ From computer to telephone</li><li>☐ Getting inside vehicle</li></ul>
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continued)									
Machines, Tools, Equipment and Work Aids:									
Telephone, Copier, LCD Projector									
Computer Equipment and S									
Personal computer, graphics software, v	vord processing	software, print	er, laptop comp	outer					
<b>Environmental Factors:</b>			T a	T ~		T ~			
Environmental Condition	ons	Never	Seasonally	Several T Per Mo		Several Ti Per Wee		Daily	
Extreme temperature				1 01 1010	uul	1 01 44 66	~K		
(heat, cold, extreme temp. changes fr	om outside	×							
work) Wetness and/or humidity		+ _	_						
(bodily discomfort from moisture)		×							
Respiratory hazards		X							
(fumes, gases, chemicals, dust and di Noise and vibration	rt)		_	_		_			
(sufficient to cause hearing loss)		×							
Physical hazards		$\boxtimes$							
(high voltage, dangerous machinery, prisoners, patients – <u>not customers</u> )	aggressive								
		•	•			•			
Health and Safety Condition Health and Safety Conditions	N = Never	R = Rarel	v 0 - 0	casionally	F_	Frequently	C -	Constantly	
Ticatui and Saicty Conditions	Never	Less than	,	r more of		m 1/3 to 2/3 2/3		or more of	
	occurs	hour per we		e time				the time	
Mechanical hazards	×	<u> </u>							
Chemical hazards	×								
Electrical hazards	×								
Fire hazards	×								
Explosives	X								
Communicable diseases	X								
Physical danger or abuse	×								
Other (specify)									
Primary Work Location:  ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify)									
Protective Equipment Requi	ired:								

### **Job Demands**

#### **Overall Strength Demands:**

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⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.				
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.				
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.				
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.				
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.				

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures		×		
Emergency Situations				×
Frequent Change of Tasks			$\boxtimes$	
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work			×	
Noisy/Distracting Environment				$\boxtimes$
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

#### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.